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## POSITION DESCRIPTION

<b>POSITION:</b>	<b>Home Care Coordinator (Maternity Position Eight Months)</b>
<b>DEPARTMENT:</b>	Princes Court At Home (Home Care Services)
<b>REPORTS TO:</b>	Chief Executive Office (CEO)
<b>STAFF RESPONSIBILITY:</b>	Team leader, case managers, home support carers and community staff (when appointed in future).
<b>OTHER KEY RELATIONSHIPS:</b>	<p>Internal - Board of Management, Management Team and all other Princes Court staff (including Homes and Village).</p> <p>External- Aged and health service providers, families, community members, relevant community agencies, Aged Care Quality and Safety Commission, sub-contractor businesses, legal professionals and industry associations.</p>
<b>REMUNERATION:</b>	Open to negotiation
<b>ENTERPRISE AGREEMENT:</b>	Princes Court Homes Inc (Trading as Princes Court Homes Hostel), ANMF and HSU Enterprise Agreement 2017.

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## ABOUT PRINCES COURT

Princes Court (incorporating Princes Court Homes and Village) is an independent, not for profit, community owned organisation managed by a Board of Management. Sunraysia's leader in aged care and independent living, Princes Court is a well-respected part of the community.

Princes Court has operated in excess of 60 years with expertise and experience in managing a range of options from independent living through to high care and dementia specific care. We offer an accredited facility supported by more than 120 staff, provide 55 lifestyle retirement units, a home for 98 permanent and two respite residents. We have recently received approval to be a Home Care Provider to extend our continuum of service to the Mildura's older community members.

Princes Court recently completed reaccreditation with 100% success rate and was the winner of the LASA aged care industry, organisation award for Victoria and Tasmania.

Princes Court's personal centred care philosophy, ensures comfort and security for Mildura's aging residents.

## POSITION PURPOSE

. Although this is a short-term maternity contract, we anticipate that the service will grow quickly and other positions will open up if ongoing employment is of interest to you. The organisation will initially concentrate on home care delivery at Princes Court Village and then the broader community.

## DUTIES AND RESPONSIBILITIES

### Establishment of service

- Further develop the business plan in conjunction with the CEO for the next three years to set the direction of the service organisation. To be approved at the Board level.

- Establish policies and procedures for selected home care services to be run initially at Princes Court Village.
- Establish relationships with subcontract businesses and service providers and complete contracts for delivery of services.
- Develop marketing and promotional material that will provide professional communication tools.
- Communicate effectively the attributes and benefits of Princes Court's services including completion of customer agreements with prospective clients and family members.
- Establish and create ongoing excellent working relationships with key stakeholders and referral agencies.
- Develop and present our service offer to home care package support networks/organisations.
- Provide informative reports to the Board on a monthly basis to assess the implementation process to allow quality decision making on any changes or additional resources that may need to be implemented.

### **Leadership**

- Leadership of a professional and committed multi-disciplinary team that ensures that appropriate and high-quality services are delivered.
- Develop annual strategic plans, action plans and Key Performance Indicators (KPI's) for staff and construct budgets based on these plans.
- Develop, implement, monitor and report on annual sales and marketing plan to support business growth targets.
- Monitor and analyse financial results on an ongoing basis to identify revenue and cost control opportunities.
- Promote continuous improvement principles and encourage adoption through leading by example.

### **Care Service Provision**

- Lead the staff to ensure the principles of the consumer directed care is the focus of all interaction with clients and their representatives.
- Ensure all Care Plans are developed and followed with the client's wellbeing as the goal and meet the relevant Standards, legislation and other regulatory or contractual requirements associated with program funding.
- Provided effective, high level communication in all aspects of interaction with clients, representatives, visitors, or staff through appropriate channels, in a timely manner.
- Coordinate all aspects of care delivery including assessment, monitoring and care planning.
- Ensure all adverse events related to clients are documented and reported.
- Ensure that complaints are recorded, effectively escalated and appropriately managed.
- Manage risk and maintain documentation requirements.

### **Staff and contract Management**

- Effectively manage the staff team to promote a positive work environment where success is celebrated and any shortfalls are opportunities for learning and continuous improvement.
- Complete performance plans and KPI's in conjunction with staff that emanate from the strategic plan.
- Undertake regular monitoring of performance and provide feedback and coaching as required.
- Generate and action development plans for each staff member, identify training needs and ensure provision of relevant and effective education as required to ensure staff are competent and confident in undertaking their duties.
- Closely manage rosters along with sick leave and annual leave.
- Undertake probationary and performance appraisals as required.
- Monitor mandatory training compliance to ensure staff currency.
- Foster open communication and cooperation within the team to ensure issues and risks are escalated and actioned appropriately.
- Establish policies and procedures for selected home care services and ensure staff is informed and complies with all relevant Princes Court's policy and procedures.
- Deliver select services through subcontracting, ensuring the organisation and staff of these subcontractors meet all statutory requirements.

### **Reporting and Communication**

- Provide informed, concise reports to the Board on a monthly basis to allow understanding of the services ability to meet targets and any risks and issues that need to be notified. At the same time the reports will detail opportunities for improvements and further success. Where needed concise briefings where decisions by the Board are required.
- Each six months, provide a more indepth review of services as agreed by the CEO.
- Provide finance with appropriate documentation to ensure all service delivery is captured for charging.

## **WORKPLACE HEALTH AND SAFETY**

- Consult and actively engage staff on Work Health & Safety matters.
- Champion safety policies and procedures and take all reasonable care to prevent injuries or illnesses occurring at work by direct and also contract staff.

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The work environment characteristics and physical demands representative to successfully perform the essential functions of the role:

- Regularly required to, stand, sit, talk, hear, and use hands and fingers to operate a computer and telephone.
- Heavy lifting maybe required.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Ability to stand for an extended period of time.
- Moderate noise (i.e. cleaning equipment, computer and phone).

## **PERSON SPECIFICATIONS**

- Tertiary qualifications in Human or Behavioural Sciences, Allied Health, Aged Care or Community Services fields, Nursing, Health Promotion and/or extensive case management experience.
- Current experience in aged care/home care preferred.
- Demonstrate integrity and honesty in all people management.
- Excellent computer skills.
- Driver's License required.

## **ESSENTIAL KEY SELECTION CRITERIA**

- Community services, aged care or home care experience with a genuine interest to care and enrich older people's lives through the provision of quality management.
- Highly motivated with a positive attitude and desire to build a professional organisation.
- Excellent communication skills and ability to relate to people from diverse backgrounds, ages and levels of cognition.
- Ability to complete professional reports in a concise, timely manner.
- Capable of functioning at a high level of autonomy and prioritising his or her own work loads.
- Understanding of the Aged Care Quality Standards and experience in the accreditation process is desirable.
- Willingness to be part of a team that is striving for excellence and to be a leader in the aged care industry.
- An understanding of the regulatory framework and adherence to mandatory reporting requirements and advocate for the prevention of elder abuse.

## **ADDITIONAL INFORMATION**

- A remuneration package will be negotiated with the successful applicant. Princes Court Homes offers employees not for profit salary sacrificing.
- This position will work from Princes Court Village, 139 Thirteenth Street, Mildura.
- All offers of employment at Princes Court Homes are subject to a six-month probationary period.
- An annual performance review linked to objectives set out for the position will be undertaken.
- All offers of employment are subject to a satisfactory National Police Check.
- Employees must have the right for permanent employment in Australia.

## Princes Court's Culture

### Values

- Person-centredness
- Excellence
- Dignity
- Effectiveness

The foundation of our facility is the excellent and committed staff, valued for their contribution to the lives of the people we serve. We work with staff to understand their needs and offer flexibility or advancement through personal development. This ensures we have an engaged, enthusiastic and passionate team to provide the best environment for our residents.

Values are based around our residents finding happiness, security, comfort and companionship in what we offer.

**Vision:** Excellence in care and lifestyle.

**Mission:** We provide choices in high quality and secure aged & residential care and independent living, responding to changing community needs with innovative services and support.

### Signed on behalf of Princes Court Homes Inc

<b>NAME</b>	Jenny Garonne		
<b>REPORTING MANAGER</b>	Jenny Garonne, CEO		
<b>SIGNATURE</b>		<b>DATE</b>	/ /2020

### Acceptance of the position

I understand and agree to abide by the responsibilities and duties described in this position description.

<b>NAME</b>			
<b>SIGNATURE</b>		<b>DATE</b>	/ /2020